

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Farmers Manufacturing Co

#### Florida Manufacturing Extension Partnership

#### Farmers Pump Achieves Iso 9001:2000 Certification

**Client Profile:**

Farmers Pump, Inc., located in Pompano Beach, Florida, is a 25-member company that has been building custom pumps since 1937. The pumps are used in the agricultural, industrial, municipal, and mining industries in both North and South America.

**Situation:**

Farmers Pump, Inc. (FPI) made the decision to take its quality program to the next level by obtaining official ISO 9001 certification. The company is not large enough to dedicate individual staff members to the pursuit of certificates; therefore, it asked the Florida Manufacturing Extension Partnership (Florida MEP), a NIST MEP network affiliate, for assistance.

**Solution:**

Florida MEP conducted a company-wide awareness program to announce the project and discuss its requirements with FPI's employees. Next, Florida MEP helped the company make the necessary improvements to existing quality systems and document its policies. Florida MEP also taught FPI's employees how to plan, conduct, and audit the quality management system to ensure continued compliance with ISO regulations. FPI received its ISO 9001:2000 certification in less than ten months.

**Results:**

- Achieved ISO 9001:2000 certification.
- Positioned to bid on contracts requiring ISO certification.
- Increased sales by 20 percent in the first year.
- Improved customer satisfaction and retention rates.
- Reduced time it takes to manufacture repeat orders, thereby decreasing lead time and increasing profitability.

**Testimonial:**

"The Florida Manufacturing Extension Partnership was able to get the job done far quicker and with more emphasis on what truly is important to our business than we expected. [They] also had a great amount of hands-on experience, not only in ISO, but specifically with manufacturing, which gave us a lot of confidence in our implementation approach."

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Morgan Reeser, General Manager